

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1990

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139706	1/11/2008	1/14/2008	1/14/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		James	Reinhardt	1026 Windward Ridge Way	Alpharetta	GA	30005		H 678-467-2840

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fired on safe release	Concern:1007 Fired on Safe Release	Unknown	
C				

correspondence from repair-fired on safe release, dissatisfied with some burs on bolt and chamber, inconsistent accuracy.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84014	S6587994	XA	12/29/2006 1:18:48 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CSI SPORTS, LLC		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	1/14/2008				

Could not duplicate. Replace Ta at n/c. Trigger pull altered.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG PULL ALTERED
Barrel	Description		24" 270 WIN FL SS
	Date Code		XA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	TRIG PULL
	Sub-Assembly	X-Mark Pro	

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

**Repair Inquiry**

Repair Number: **RE00139706** Serial: 5658/994 Model: 700 Center Fire with 24 inch barrel Caliber: 270 WIN CDL STAINLESS Repairman: Status: Closed 1/12/2008 2:30:23 PM  
 Verify Repair: FLUT Produced: 12/29/2006

**Address Information**

Customer: ☒ Received From: ☐ Return To: ☐ Received From:

Name: **FRED HARDIN** **FRED HARDIN**

Address 1: **ATLANTA RECYCLING SOLUTIONS L** **ATLANTA RECYCLING SOLUTIONS L**

Address 2: **1026 WINDWARD RIDGE WAY** PO Box: **1026 WINDWARD RIDGE WAY** PO Box:

City: **ALPHARETTA** **ALPHARETTA**

State: **GA** Zip Code: **30005** Country: **US** State: **GA** Zip Code: **30005** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
1/12/2008 2:28:0	brygidoww	Repair Added		Closed
1/12/2008 2:30:2	brygidoww	Closed at Expedite		1/12/2008 2:30:23 PM
1/14/2008 2:01:3	supryll	Returned to AS for repair or replacement	as deemed necessary	brygidoww
				Product Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

**Repair Search** **Refresh** **Close**

supryll 1/14/2008 2:01 PM LEAPS NUM HNS SERIAL

stan Inbox - Microsoft O PS Hold Curs AS Search for a Serial Arms Services Repair Current Cases Mic 2:01 PM

1990

RMA/Service Department:

Enclosed find a recently purchased Remington 700 CDL in .270 caliber with a 24" stainless steel fluted barrel. Serial number S6587994. There are several issues with this rifle:

- 1) Bolt will not close easily and smooth when chambering a round. Noticeable burr on bolt and also receiver ring.
- 2) Rifle discharged when removed from Safe to Fire. Trigger was NOT touched.
- 3) Noticeable burr on chamber entrance. Left center edge of chamber hole.
- 4) Inconsistent accuracy

This rifle needs to be completely overhauled or replaced. I am VERY disappointed in the lack of attention to detail and quality control. Especially when this rifle discharged when taking the safety off. This was VERY unnerving and caused me to have complete distrust of the proper mechanical function of this new rifle.

Please repair or replace this rifle with regard to the proper specifications, with the attention to the details mentioned above, test thoroughly regarding these issues, as well as any other issues or potential problems and return to:

James Reinhardt  
Atlanta Recycling Solutions-Receiving  
1026 Windward Ridge Parkway.  
Alpharetta, GA 30005

X-MARK PRO

This return address is a business address that is manned during normal business hours so that this rifle can be responsibly returned and signed for. I can be reached on my cell phone at 678-467-2840 for any further questions.

Thank you for your assistance.

Sincerely,

James B. Reinhardt

could not duplicate concern.  
trig. pull altered. replace TPA,  
check swayclean AT N/C  
Warranty

Serial  
Number:

S6587994

Model: 700



RE00139706